

We Want to Hear From You

The 21st Century Project will affect all State employees. In order to effectively meet the needs of employees, human resources/payroll offices, managers, departments, and central agencies, we are seeking your recommendations, comments, questions, or articles you would like to see in the newsletter.

Our e-mail address is
21stcentury@ca.gov



Visit our web-site for the latest information on the 21st Century Project at
www.21stcentury.ca.gov

Project In Procurement Phase

The 21st Century Project is currently in the procurement phase. A Request for Proposal (RFP) was released to the vendor community on November 2, 1999. As we have stated previously, this project is taking an "alternative procurement approach". The first phase of this process is the development, submittal, and discussion of the supplier's "Conceptual Proposal".

The alternative procurement process is an iterative, conversational mode of proposal development. It allows the State, working in confidence with each supplier, to assess

and discuss the viability and effectiveness of the supplier's proposed methods of meeting the States requirement. The process is a departure from the rigid



"accept or reject" philosophy of traditional competitive procurements. It provides an opportunity for suppliers to test and refine their solutions prior to development and

formal submittal of their "Draft Proposals".

The State's procurement team, consists of representatives from the State Controller's Office, Department of Personnel Administration, Departmental Representative (on loan from Department of Corrections), Department of General Services, Teale Data Center, State agencies having a vested interest in the functionality of the new system (i.e., CalPers, State Personnel Board, etc.), and possible future internal and external subject matter experts.

DPA Wants To Know... How Do State Departments Conduct Their Human Resources Business And How Much Does It Cost?

Every day of the year, State employees are doing their jobs. They work in cities and in the field, on mountains, rivers, and deserts, in the air, on land and on (and under) the water, in their vehicles, in their offices and at their home. And they work around the clock. It is the responsibility of the Human Resources (HR) Offices within the departments to make sure all those employees are hired legally, trained, paid, given benefits, appraised, and given appropriate working conditions, facilities, and equipment.

- For example the HR office is concerned with:
- worker health, wellness and safety;
 - expiration dates of employees' required certifications or licenses;
 - retraining of staff when a job function has become obsolete or when new technology is added; and
 - correct and timely handling of grievances, complaints, disability claims, and adverse actions.

When salaries, union contracts, benefits or working conditions change, HR staff must

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Meet Your 21st Century Project Staff



Rosanne Yostmeyer
Technology Team Leader
(SCO)

Rosanne comes to the 21st Century Project with over 27 years of data processing experience, as well as over 15 years of payroll and human resources-related systems experience. Rosanne previously worked in the private sector before joining the project in 1998.

Rosanne received her Bachelor's degree in 1985 from Saint Mary's College, in Moraga, with a major in Business Management and a minor in Data Processing. In 1990, Rosanne received her Lifetime Community College Teaching Credential in Computer Science and Business Management. Throughout her career, Rosanne has worked in many different industry disciplines. She has experience with the Federal Government, Banking, Healthcare, Manufacturing, and Software Consulting. She worked her way up the ladder from Junior Programmer to the Assistant Manager of Data Processing Applications at New United Motor Manufacturing in Fremont, California. Rosanne joined New United Motor (the GM/Toyota joint venture) when it was a start-up company. Her team was responsible for the acquisition and development of all business applications run at the location. This included applications, supporting payroll/personnel, accounting, purchasing, inventory control, and legal, among others.

For the last ten years Rosanne has been teaching Computer Science in the Los Rios Community College District. For the last three years, she has taught microcomputer applications at Cosumnes River College.

In her current position, Rosanne has the responsibility of advising the 21st Century Project Team on the technical aspects of the project. Her technology team was responsible for the technical requirements included in the Request for Proposal, as well as the descriptions of the current payroll and human resources systems running at the State Controller's Office. Additionally, Rosanne will be participating in the software evaluation process and vendor demonstrations to ensure that the new application will meet the State's Technology and business requirements.

Rosanne is very excited about being a member of this innovative project and is confident that her background in software acquisitions will be an asset in leading her technology team.



Gene Castillo
Human Resources
Business Analyst (DPA)

Gene comes to the 21st Century Project from CalPERS, where he was a Recruiting Officer in the Human Resources Division. Gene will serve as the lead Human

Resources Business Analyst within DPA's project Team. His experience prior to CalPERS is widespread.

Gene began his career in Human Resources during his senior year at CSU, Sacramento, working for the Department of Developmental Services. After graduation he began working on the CSUS campus in the non-faculty staff personnel office as an analyst and later as the Staff Coordinator. Following his appointment at CSUS, Gene resumed his career with the State in a number of civil service departments and functions. He has worked in a variety of specialty areas such as examination, selection, classification and compensation, recruitment for open examinations, division personnel liaison, EEO Counselor and Investigator, EAP and general policy development, and administration.

Throughout his career with the Departments of Social Services, Health Services, Transportation, Bureau of State Audits and the CalPERS, he has always sought out new challenges and opportunities in the HR field of state civil service.

For the past 10 years, Gene has been involved in a variety of work groups and state-related organizations, such as the State Recruiters Roundtable. He has also been involved with the Small Personnel Officers Information Network as well as groups representative on the Human Resources Institute Advisory Committee.

Gene's career is marked by his dedication to simplify and automate as much of the current HR state practices as possible at the department level.

DPA Wants To Know... How Do State Departments Conduct Their Human Resources Business And How Much Does It Cost?

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educate employees, supervisors, and managers. And when an employee needs someone to talk to about work problems or has a change in family status (birth, death, or adoption), they make contact with the HR Office.

In the world of HR, these tasks are called "functions". Some functions, such as Payroll and Employment History, must be performed centrally through the State Controller's Office. Through the 21st Century Project, the systems currently managed by the State Controller's Office will be replaced. The project's objective is to have a fully integrated, state-of-the-art HR/Payroll system that will improve departments' abilities to perform their jobs faster and easier.

Replacing these "core" functions is the primary focus of the 21st Century Project. A long range goal is to build on the core with common functionality available for use by all agencies. This "non-core" functionality will provide the ability for departments to perform activities such as Recruitment, Safety and

Incident Tracking, Training and Skills Inventory, Performance Management, and Case Management using standard, automated platforms.

Earlier this year, departments were surveyed to determine whether they would use non-core functions if they were included in the new system. The majority of departments said "yes" and many even said they would pay for the services. During the next six months, DPA staff members Gene Castillo and Debbie Lund will be contacting departments to discuss responses in greater detail.

Gene and Debbie will be gathering information about how departments currently perform these functions. How *exactly* do they gather timekeeping information, what forms do they use, who fills them out and when, how many signatures are required, how long does it take, how correct are they? Who *exactly* is responsible for recruiting, does it include preparing duty statements

and organization charts, advertising, screening applications, developing interview questions, contacting references? How *exactly* does an HR office ensure that all the grievances, complaints, adverse actions, and appeals are filed on time following the pre-scribed requirements, and is anyone keeping track of multiple actions of the

same employee?

Does anyone have a good system for keeping track of training courses taken by employees, including

training and education received before the employee started working for the department? Who watches for expiration dates of required licenses to make sure equipment operators and accountants and nurses are not operating without a license?

After Gene and Debbie have compiled the information on how different departments perform the same function, they will determine how much the various methods would cost each depart-

ment to implement. They will also identify how many "touchpoints" there are in each process for the various departments. Working with departments, they will begin to identify the qualitative benefits to automating these functions, especially through a centralized system. They will document which departments have their own automated solution already and what the benefits or drawbacks are to their current systems.

DPA will present their findings to those departments and begin discussing not only what processes could be automated first, but funding approaches as well. This information will be used to prepare sections of the Feasibility Study Report that must be approved prior to the award of the 21st Century Project contract.

If you are interested in having your department's HR functions reviewed as part of this project, or in helping the DPA Team analyze the functions across departments, please contact:

Gene Castillo at (916) 323-8486 or e-mail at: GeneCastillo@dpa.ca.gov.



Would you like to contribute to the 21st Century Project Newsletter? Have an idea or topic? Contact us!

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NEXT ISSUE

- ◆ Update on Procurement Phase
- ◆ Project Staff Profiles
- ◆ Department Input



Estimated Timeline for the Procurement Phase

Supplier Proposal EvaluationJanuary-August 2000

Feasibility Study Report (FSR)

Development..... September-November 2000

FSR Approval/Contract Award.....December 2000